



INFORMATIONAL MEMORANDUM

TO: Community Affairs and Parks Committee

FROM: Rachel Bianchi, Communications and Government Relations Manager

CC: Mayor Ekberg

DATE: March 22, 2016

SUBJECT: SeeClickFix

ISSUE

The City will be deploying a new technology to enhance the ability for residents and other stakeholders to flag issues for City staff, see the resolution of these issues over time, as well as view what other people have reported.

BACKGROUND

This effort is one of the Mayor's three priority areas. Staff was tasked with identifying a way to use technology to allow residents to report issues and see progress over time. Unfortunately, the customer response module in TRAKiT is severely limited and lacks much of the functionality that is needed for a truly great user experience, such as mapping and an application for mobile users. Staff researched a variety of options and ultimately landed with SeeClickFix because of the functionality, cost and references in other communities around the country.

Staff is currently undergoing the branding process and identifying the various issues for people to report. An interdepartmental team has been convened to do the necessary planning, workflow and other pre-launch tasks. It is expected that the City will launch the technology later this spring.

FINANCIAL IMPACT

The cost for this service is \$11,712 for twelve months. The funding came from the existing Communications Division budget.

RECOMMENDATION

Information Only.

ATTACHMENTS

Presentation to CAP, March 28, 2016.

SeeClickFix

Enhanced customer service and addressing community-raised issues

CAP March 28, 2016

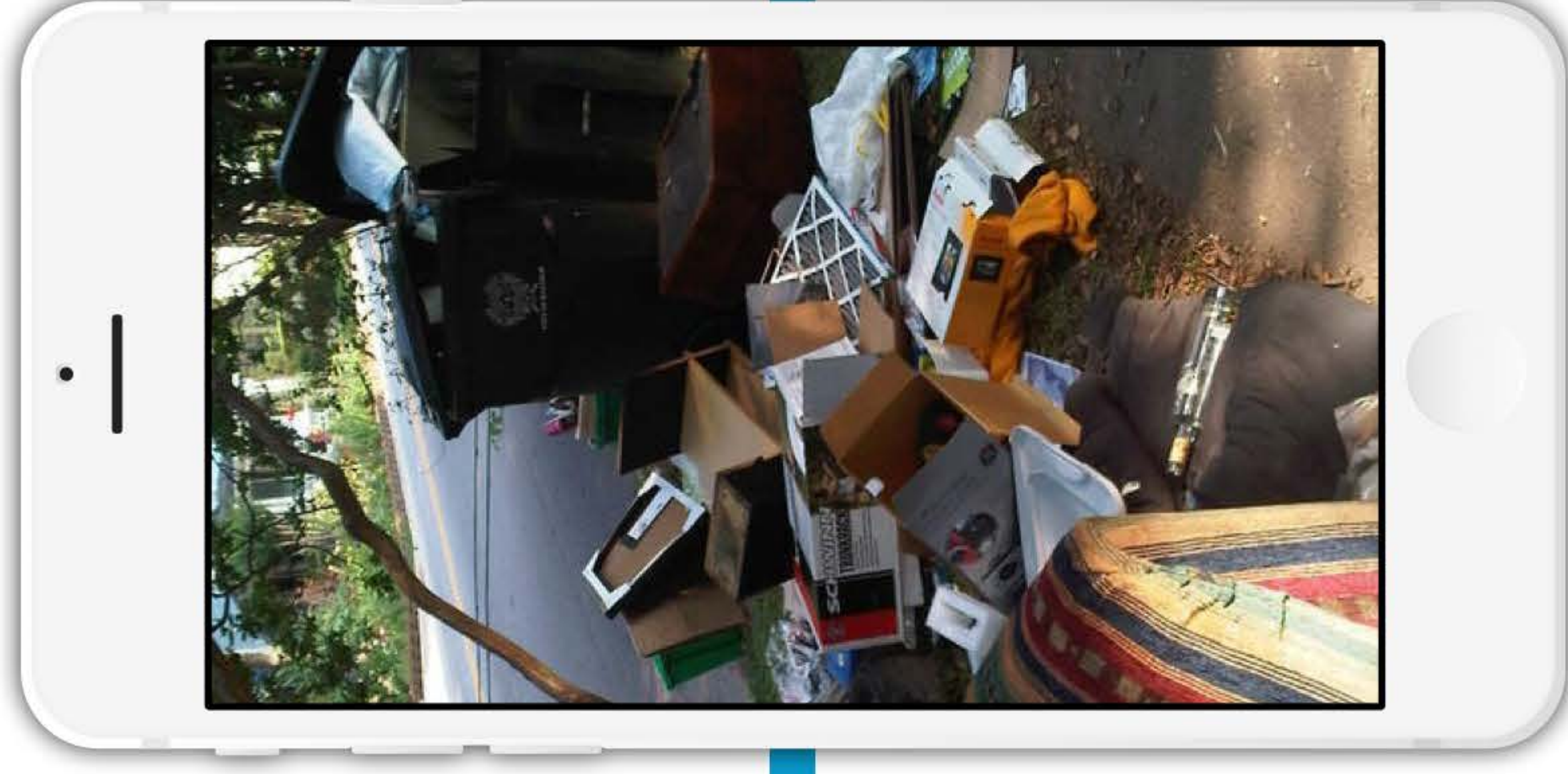
Mayoral Priority

- Allow residents to flag issues
- Track issues and resolution over time, throughout the City
- Technology based
- Accessible
- TRAKiT cannot meet these goals

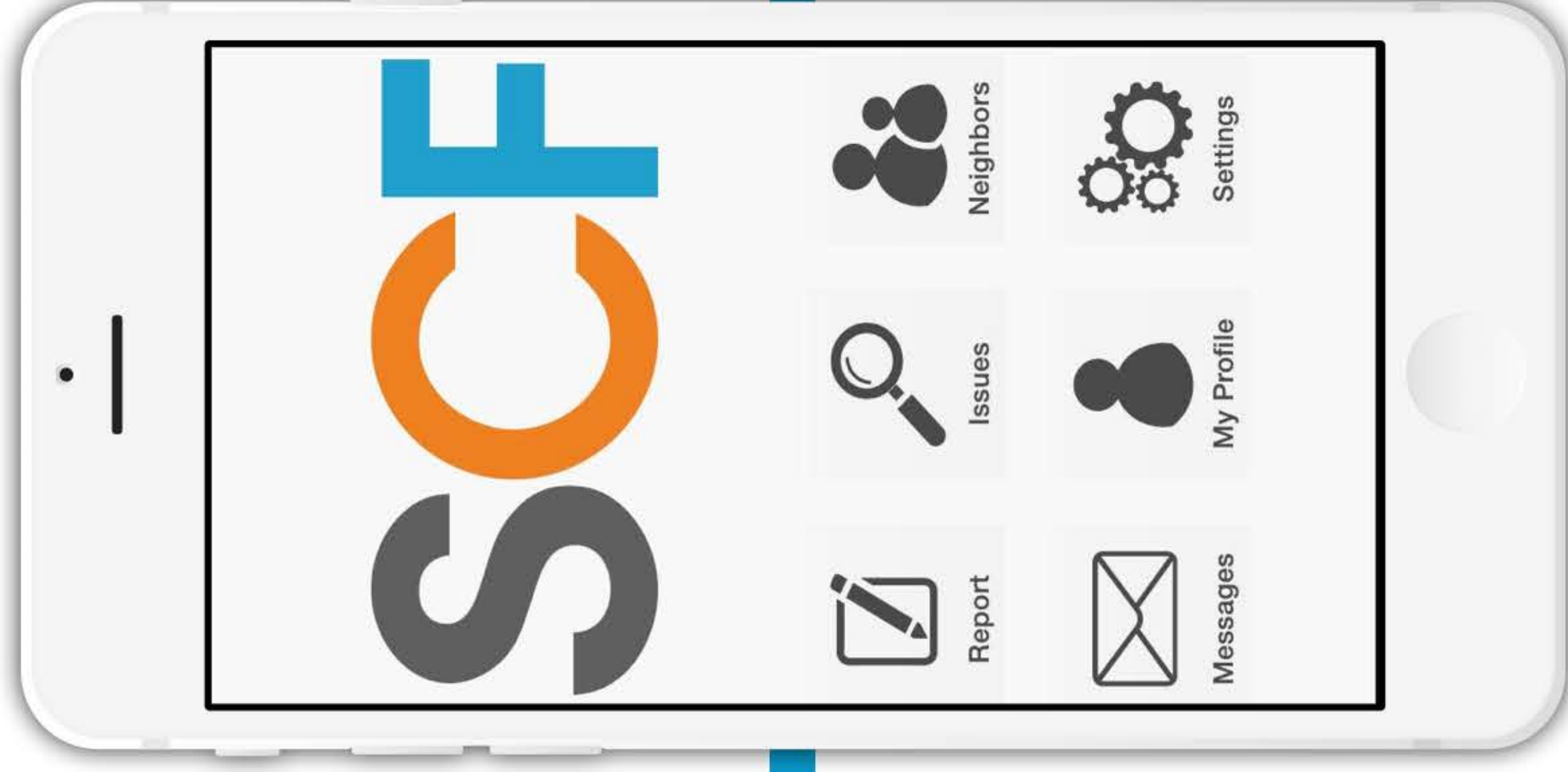
Options

- Cross departmental group
- Reviewed various options
- Participated in demonstrations with vendors
- Provided recommendation to go with SeeClickFix

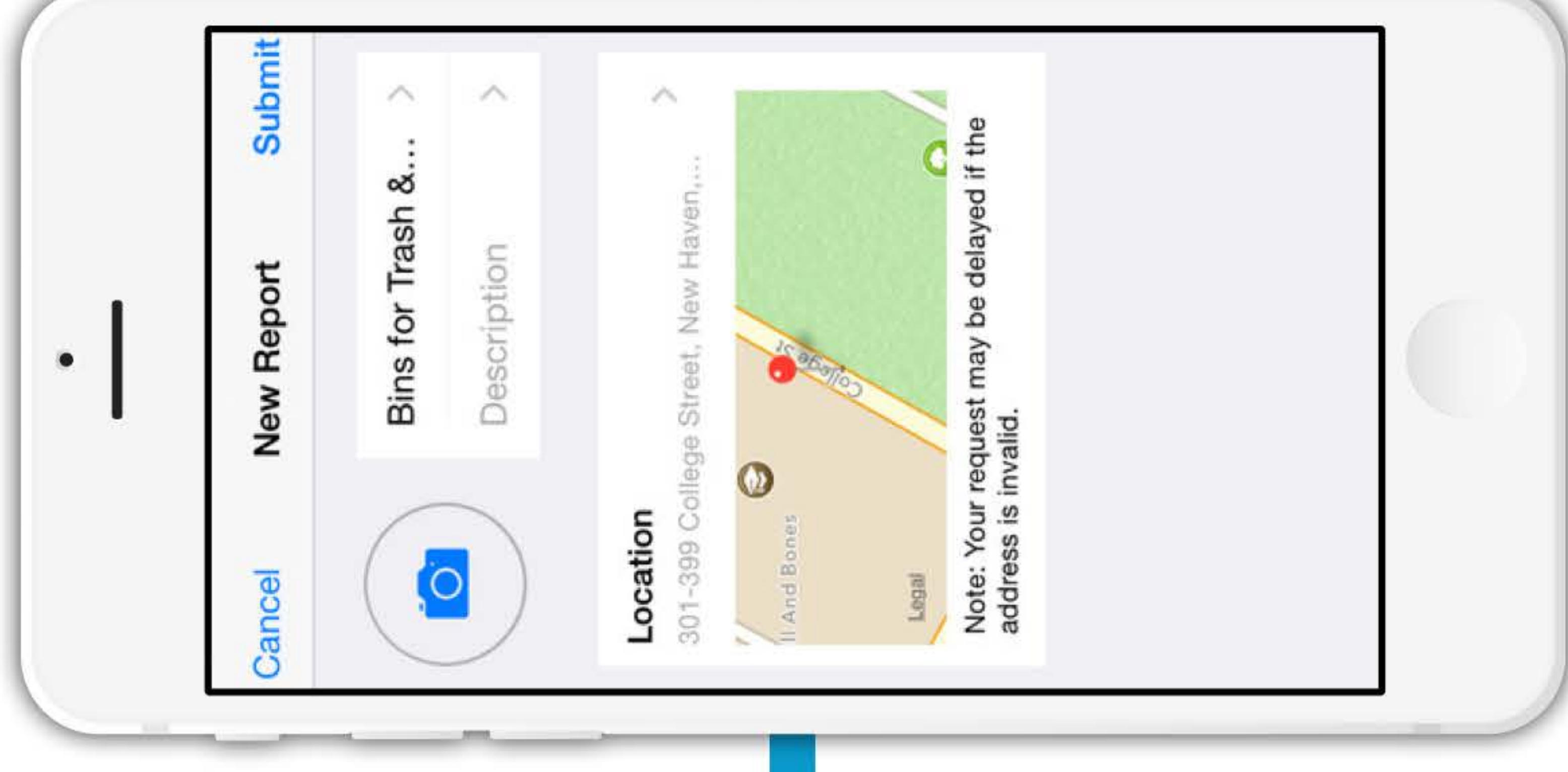
See ClickFix



See an issue



Report the issue



& keep track
till its Fixed!

available for iPhone or Android

**you can also submit anonymously*

& KEEP TRACK OF OTHER ISSUES IN YOUR NEIGHBORHOOD.



SeeClickFix

Get the AppGovernmentLearn More

NEW WATCH AREA

Embed

Create a Watch AreaHelp

Whose watch area is this?

Email address to notify

Only send reports with keywords

Public Description

☒ Email on new questions?

☐ Make Watch Area Public?

Create Watch Area

Reset Map

Create a Watch Area

Follow an issue

Vote on an issue

Comment on an issue

Reopen an issue

DON'T HAVE A MOBILE PHONE?

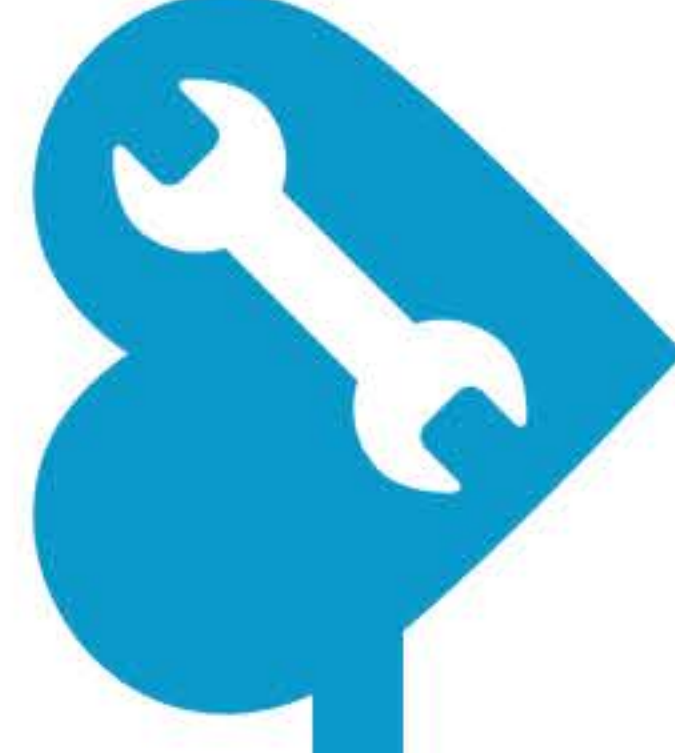
1. Signup on seeclickfix.com.

2. Click “Report an Issue”.

3. Fill out details about the issue & submit.

4. Receive email updates!

The screenshot shows the 'REPORT AN ISSUE' page on the seeclickfix.com website. At the top, it says 'New Haven, CT [change]'. Below this is a navigation bar with links: 'ISSUES', 'ANSWERS', 'NEIGHBORS', and 'WATCH AREAS'. The main heading is 'REPORT AN ISSUE'. On the right, there are two buttons: 'Follow this Place' and 'Report an Issue'. The form is divided into two main sections. The left section is titled 'Find your Location' and contains a map of New Haven, CT, with a red pin indicating the location. Below the map, there is a text input field for 'Where will this report go?' and a 'Next >' button. The right section contains four text input fields: 'Street Address*', 'City/County*', 'New Haven', and 'State/Province*' (with 'Connecticut' selected). Below these fields is a 'Next >' button. At the bottom of the form, it says 'Step 1 of 2'.



Next Steps

- Interdepartmental team
- Branding and marketing
- Power users training and workflow build
- City policies and expectations
- All user training
- Supported launch